

Service Definition Document

Effective starting: 1st Jan 2026

Service Summary

Toca brings together app development, automation, analytics, and extensible integration into a single, low-code platform to solve complex development challenges. It enables organisations to fast-track digital transformation in hours and days instead of weeks and months. The powerful combination of RPA, direct API integration and data analytics allows organisations to integrate and control any system, transform data, and build automations and workflows fast, without a single line of code.

Service Features

- Toca Automation – a suite of low-code automation tools, including Activity Designer Workflow Designer, Datastores, Scheduler, Pipeline.
- Toca Apps – a low-code application development environment that packages and publishes native React Web Apps.
- Toca Development Kit (TDK) – High code meets low-code, Toca is freely extensible via the built-in software toolkit and browser-based IDE. Extend and publish actions and components on the fly, using C#, Python and React.

Service Benefits

- 30 Day Average Return on Investment
- Easily measurable business improvement performance.
- Reduction in mundane tasks, encourages more staff creativity.
- Rapidly build enterprise-ready automations using Toca's drag & drop low code activity designer
- Rapidly build enterprise-ready apps, from simple web portals to complex logic based apps
- Connections ready out of the box
- A scalable and secure system-independent platform.
- Seamlessly integrates with any new or legacy platform.
- Built in Documentation

The Process

The first step is to contact us at info@toca.io, either directly or via our website: www.toca.io, stating your company's particular interest in process automation. One of our team will respond to you within 48 hours. We will arrange a mutually convenient time to start discussions and agree the basis of further actions.

Technical

Toca system comprises of:

1. Toca Core Server – a Linux server and hosts the core services and database
2. Bot Server – a Windows server that hosts a 'user type' desktop environment under automated control.

Deployment:

The Toca system can be deployed within Toca cloud, as a hybrid with some components in the cloud and other components in the customer's IT network, or solely within a customer's IT network.

Hardware Specification:

A full specification will be provided, every Toca instance is used in different ways and will have different system requirements based on the load and demand.

Maintenance & Customisation

A detailed maintenance schedule is planned and agreed by both parties at the start of the project. Regular monitoring of the schedule, and maintenance, is carried out via our team of Software Engineers. Toca is customised to meet the outcomes required by each individual organisation.

Pricing

Pricing is based on specific requirements for the number of users, number of domains, platform usage, support and training requirements to deliver the agreed outcomes; full pricing details are found in our pricing document. We will provide you with a written quotation and once we have received your purchase order, we will agree a date to get started. Our payment terms are 30 days.

Implementation

Subject to agreement, an implementation plan will be formulated in conjunction with your named Support Contact and dedicated Account Manager, who together will be responsible for setting the overall aim, performance objectives and realistic target dates against the plan. Monitoring and evaluation against the plan will take place at mutually agreed intervals. The initial stage of the implementation plan is about getting started. We provide live training, online help documentation and tutorials. Your team will have access to support via phone, web chat or emails. Critical support response times are 2 hours, 9am to 6pm Monday to Friday (full policy can be found [Support Policy | Toca.io](#)).

Off Boarding

At the end of the contract, we will provide you with a downloadable file of your scripts, reports and user data. This can also be done from our admin dashboard.

Included:

- Teardown of the service.
- Export of the user's data via a downloadable link.

Not included:

- Removal of bot from the customer's internal platforms (this must be done by your own internal teams).
- De-integration of the service from other 3rd party platforms which you have integrated.

Data Security & Disaster Planning

The team here at Toca are committed to providing a seamless service to ensure the smooth flow of business for our customers.

Data is held in the client's own IT environment under the full control of the client. As such, the client would provide the back up and restore service.

Non urgent software patches are planned and an agreed timeline with the customer (in conjunction with a network lockdown if necessary).

Full details of Toca's Business Continuity Plan and Disaster Recovery Plan can be provided upon request.